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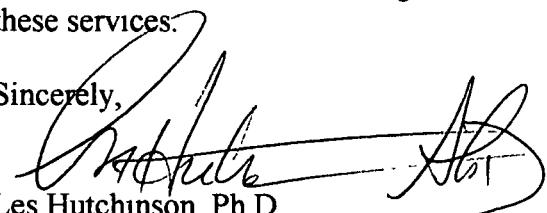
Eddie Roberson, Chief
Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: vCustomer Application

Dear Mr. Roberson

This letter is in support of vCustomer taking over the telephonic relay services for the deaf that MCI has been providing the past few years. We have been thoroughly briefed on this transition and on vCustomer's background in the telecommunications industry. As a result, we both confident and convinced that the change will not have any adverse effect on the services our deaf and hard of hearing clients have been accustomed to receiving while using the Tennessee Relay Service. Additionally, it appears that these services will either remain the same or be improved from the current model. We urge TRA to approve their request to manage these services.

Sincerely,



Les Hutchinson, Ph.D.
President & CEO

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CONSUMER SERVICES DIVISION
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TN REGULATORY AUTHORITY

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24-hour emergency
interpreting services number
615-244-0979